

Science Support

Activity	1999 Estimate	Uncontrol. & Related Chgs	Program Redirect	Program	FY 2000 Budget Request	Change from 1999
Science Support	27,308	1,547	45,141	0	73,996	46,688
Total Requirements \$000	27,308	1,547	45,141	0	73,996	46,688

Note: The Program Redirect column reflects the redirection of funding from other program areas.

Activity Summary

Science Support provides executive and managerial direction of the bureau as well as supporting services to all USGS programs. The Office of the Director provides policy direction, program guidance, and support to the programs and administrative activities of the USGS. Functions also include strategic planning and program coordination, outreach and education, congressional liaison, budget development and execution. Science Support provides funding for the three USGS regional executive staffs, and a portion of the executive and managerial direction of each of the program divisions of the USGS.

Science Support	
	FY 2000 Request
Bureau Operations	66,513
Payments to the National Business Center	<u>7,483</u>
Total	73,996

The Office of Program Support provides corporate-level support services which include human resources management; equal opportunity programs; financial management; acquisition and grant activities; property, supply, mail, and transportation management; information systems management; security; safety and occupational health; and, space and facilities management.

Science Support also includes some bureau-wide costs which are budgeted centrally, because certain essential program support costs are relatively uncontrollable by USGS, and costs which, due to the nature of the organization and billing arrangements, are more effectively managed centrally. This includes payments to DOI for services provided through the Departmental Working Capital Fund, unemployment compensation payments to the Department of Labor, and injury compensation payments to the Department of Labor that cannot be identified to a current program.

FY 2000 Program Highlights

Science Support

USGS strongly supports initiatives that are part of ongoing Department-wide and Government-wide efforts to improve management of Federal programs and respond to Congressional direction on improving Federal program management. Highlights of USGS progress on specific initiatives follows.

Improving Workforce Diversity — The USGS Diversity Plan focuses on women, minorities and people with disabilities. It incorporates much of the Affirmative Employment Plan such as targeted recruitment for under-represented occupations, use of Census data comparisons to determine if the USGS workforce is at parity with similar occupations in the Civilian Labor Force, and specific goals to accomplish change.

Financial Management Improvements — The USGS has undertaken several initiatives to improve financial data and processes. The USGS has implemented the Government-wide standard general ledger in our financial operations. We have implemented the Debt Collection Improvement Act of 1996, and are reporting taxpayer identification information to Treasury on most of our payment vouchers, making most payments electronically, and have referred all eligible delinquent debt to Treasury for collection or offset. Federal Accounting Standards Advisory Board (FASAB) accounting standards and concepts that USGS is actively pursuing include accounting for revenue, managerial cost accounting, and stewardship reporting.

The USGS is also active in DOI financial management initiatives. We have fully implemented the Department-wide object class structure in our financial management system, have significantly improved our on-time payments in support of the DOI timeliness goal, and have implemented the recommendations from the Department's National Performance Review (NPR) travel laboratory. We are working to interface financial data from the new Departmental automated procurement system (IDEAS) and personnel and payroll system (FPPS), as well implementing processing improvements associated with the new DOI government purchase/travel/fleet cards.

USGS is also pursuing internal financial management improvement initiatives. We have improved our budget allocation process, working capital fund policies have been clarified and accountability increased, and quarterly meetings with USGS senior managers maintain a focus on financial management issues. USGS is working to improve our accounting for direct and reimbursable funds. Direct entry of financial transactions will continue to expand throughout USGS, resulting in more timely and accurate posting of transactions. Other USGS financial management initiatives include improving our accounting for property and improving financial reporting.

Interior Department Electronic Acquisition System (IDEAS) — USGS will continue the implementation of the Windows version of IDEAS-PD in FY 1999 with the addition of the Federal Financial System (FFS) interface and web-based electronic requisitioning. USGS responsibilities for FY 2000 will include determining whether or not it will be efficient and effective to install the full suite of IDEAS-PD at additional USGS field sites with procurement authority. It is likely that the full cost for such additional field installations would be borne by USGS. Other FY 2000 activities will include refresher training, database administration adjustments, new reporting requirements, and implementation of upgrades to IDEAS and integrated functions (FFS interface, electronic commerce and web-based requisitioning). An ongoing equipment upgrade/replacement program to keep the procurement workforce's

computing capability technologically current, and DOI strategic goals related to acquisition are all expected to be achieved within current base funding for acquisition.

Technology Training for Federal Workers (Executive Order 13111, “Using Technology to Improve Training Opportunities for Federal Government Employees”) — The USGS recognizes the importance of this issue and looks forward to working with the Department to realize the goals of the Executive Order. We have already made great strides in using technology to meet the training needs of our multi-disciplinary workforce. One example is the USGS operation of a Technology Information Center in Denver which provides hands-on information technology classroom training to USGS and other Federal government employees at cost. The classes reflect the latest training on current technologies, and custom classes are developed for specialized needs upon request. In FY 1998, the Center trained about 2,000 students.

Bureau Operations

Science Support	1999 Estimate	Uncontrol. & Related Chgs	Program	Program Changes	FY 2000 Budget Request	Change from 1999
Bureau Operations	19,825	1,547	45,141	0	66,513	46,688
Note: The Program Redirect column reflects the redirection of funding from other program areas.						

Current Program Highlights

Bureau Operations promotes the orderly and efficient conduct of all USGS programs through shared administrative support services, organizational leadership, and promotion of common business practices.

Office of Program Support — Corporate-level support services include the essential functions of financial management,

personnel management, equal opportunity programs, general services and office support, security, safety and occupational health, contract negotiation and administration, grant administration, property management, and information systems management. The Office of Program Support (OPS) provides these support services from three regional locations: the USGS National Center in Reston, Virginia; Denver, Colorado; Menlo Park, California; and two field offices in Flagstaff, Arizona and Norcross, Georgia.

Bureau Operations	FY 2000 Estimate
Office of Program Support	39,319
Office of the Director	13,814
Bureau-wide Costs	13,380
Total	66,513

Office of Financial Management - The Office administers a bureauwide financial management program to meet the financial processing, accounting, and fiscal information needs of bureau program managers and to support the financial management initiatives and fiscal reporting requirements of the Department of the Interior, the Department of the Treasury, and other agencies.

Office of Personnel - The Office develops and implements comprehensive bureauwide personnel management programs that provide customer service in support of the science mission of the USGS. These programs include staffing, classification, employee relations, ethics, labor relations, human resources automation, employee benefit, and organization and strategic planning.

Office of Equal Opportunity - The Office manages the Equal Opportunity (EO) program for the USGS to ensure a discrimination-free workplace and that all employees and applicants are provided a full and fair opportunity to contribute to the fullest extent of their abilities in pursuing a career in USGS. The Office monitors and enforces all equal opportunity and civil rights laws, regulations, and court decisions through the development, oversight, and evaluation of USGS

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policies, principles, and practices aimed at promoting equal opportunity in all activities and programs.

Office of Management Services - The Office is responsible for administering bureauwide programs and providing advice, direction, and guidance in the areas of space, facilities, security, property, safety, supply, and other general administrative programs.

Office of Acquisition and Federal Assistance - The Office has bureauwide responsibility for coordination, integration and administration of USGS procurement and federal assistance programs, including formal contracting, grants, cooperative agreements, and purchasing.

Office of Information Services - The Office administers a comprehensive information management program to support the computing, communications, and information technology requirements of the bureau. The Office provides a variety of information systems support services, including operation of bureau-level administrative systems, Internet and Intranet services, and support for bureauwide computer and telecommunications networks, including management of the Department's network, DOINET.

Field Organization - The Regional Service Centers of the Office of Program Support are located in Menlo Park, California, and Denver, Colorado. Field offices are located in Flagstaff, Arizona (reporting to the regional office in Menlo Park) and in Norcross, Georgia (reporting to the Office of Personnel, in Reston). These offices provide personnel, equal opportunity, acquisition management, facilities, property management and general service support, and information technology services for units of the USGS in their respective regions/areas. Functional areas receive programmatic direction from their headquarters counterparts.

Office of the Director — The Director of the USGS reports to the Assistant Secretary--Water and Science, and is responsible for the overall direction and supervision of the Geological Survey. The Director is assisted in the exercise of these responsibilities by an immediate staff which consists of the Deputy Director, Associate Director for Programs, Associate Director for Operations, Senior Advisory Staffs, Regional Directors, Program Division executive and managerial staff, Office Chiefs, and secretarial support. The Directorate's staff:

- advises and consults with the Director on an extensive range of scientific, technical and administrative management issues;
- provides liaison with other Federal agencies, the National Academy of Sciences, the American Geological Institute, and other national and international research/scientific organizations;
- provides assistance to the Department of Energy on the characterization of the proposed site for disposal of radioactive wastes, on the licensing process for nuclear power plants and on the safety of other critical facilities;
- overviews the USGS Emergency Preparedness Plan;
- monitors the Bureau's environmental activities, including implementation of and compliance with the National Environmental Policy Act (NEPA), and geologic hazards warnings and preparedness;
- conducts liaison activities with the Association of American State Geologists, as well as with each of the State Geological organizations; and
- maintains affiliations with interstate compacts and associations representing Governors and State, county, and local governments.

The Washington Liaison Office — The Office provides a base within the Nation's Capital for USGS senior staff to meet with counterparts in the Department of the Interior and other Federal Agencies, as well as with the public, on matters involving USGS expertise and program interests. The Office serves as a vital link for maintaining the necessary day-to-day relationships with the Department.

Office of Program Planning and Coordination - This Office coordinates the development of Bureau-wide programs (including external coordination); serves as the focal point for the planning, development, evaluation and coordination of broad USGS themes which represent the expression of the bureau's "corporate philosophy and vision," develops plausible scenarios and effective strategies for the formulation and implementation of policies, objectives, programs and plans to achieve the mission of the USGS.

Office of Outreach - This Office is charged with the responsibility to promote, coordinate, and integrate the outreach activities of the USGS; promote a corporate image of the USGS, enhance communication with the USGS concerning outreach; facilitate effective links between audience and customers outside of the USGS and appropriate groups within the USGS; and lead regular evaluations of goals, priorities, and policies related to external affairs in light of customer feedback.

The Office is responsible for advising on policies and procedures for disseminating information about USGS research, programs, activities and products to the public, with an emphasis on enhanced outreach to the general public and specialized audiences through news media and initiation of and participation in special outreach projects and events. In other public outreach activities, the Office coordinates the open houses and other special-event programs and activities. The Office maintains a 7-day-a-week, around-the-clock alert with technical divisions to provide information to news media as quickly as possible about earth hazards and anomalous events such as earthquakes, volcanic eruptions and floods.

Office of Program Operations (POO) - The Office provides agency-wide policy, guidance, and direction for (1) budget formulation, presentation, and execution; (2) congressional liaison activities, related to the budget; (3) Management Improvement activities such as National Performance Review (NPR), streamlining, Government Performance and Results Act (GPRA), management control reviews, and General Accounting Office (GAO) and Inspector General (IG) audit coordination and follow-up; and (4) American Indian and Alaska Native Affairs. The Chief of this Office also serves as Deputy Chief Financial Officer for the Bureau, and provides leadership and direction in a wide range of financial matters.

Congressional Liaison - The Office is responsible for liaison and close coordination among the USGS and the Congress, the Department, and other bureaus for congressional matters. The Staff represents a central source of information for congressional inquiries and furnishes information materials and assistance to the Congress. The staff also provides coordination of the review of legislation for the USGS.

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Bureau-wide Costs — Some Bureau-wide costs are budgeted centrally because certain essential program support costs are relatively uncontrollable by USGS, and due to the nature of the organization and billing arrangements, are more effectively and efficiently managed centrally. Bureau-wide costs include payments to DOI for services provided through the Departmental Working Capital Fund and other charges such as NPR costs, Federal Lab Consortium, and Financial Management Systems project.

Other bureau level costs include payments for the Federal Personnel/Payroll System; unemployment compensation payments to the Department of Labor, and injury compensation payments to the Department of Labor that cannot be identified to a current program; bureau-wide computer system charges; human resources initiative for recruiting and retention, education, and volunteerism; and other bureau level administrative initiatives.

Bureau-wide Costs	FY 2000 Estimate
DOI Charges	3,322
FPPS	1,836
Reimbursements to the DOL	904
HRI	2,270
Computer Systems Charges	2,356
Other Bureau-wide Charges	2,692
Total	13,380

Recent Accomplishments

- **Financial Management Indicators** — USGS has
 - received a second unqualified opinion on its FY 1997 financial statements, and anticipates an unqualified opinion on its FY 1998 statements.
 - reduced its delinquent accounts receivable by almost 40 percent in the last two years. In addition, all eligible delinquent debt has been referred to Treasury for collection or offset;
 - reduced its rate of late payments by more than 25 percent in the last two years;
 - increased the number of payments it makes electronically almost 50 percent in the last 15 months; and
 - reduced the amount of cash held outside of the Department of the Treasury in imprest funds by 45 percent in the last six months.
- **Personnel Automation Initiatives** — The automation of personnel processes has resulted in substantial improvements in bureau productivity, data quality, and access, including the following specific actions:
 - Full implementation of the Department of Interior's Federal Personnel Payroll System within USGS was accomplished in FY 1998
 - Paperless Time & Attendance System
 - Migration to the Office of Personnel Management's USA Jobs from the Interior Automated Vacancy Announcement
 - Volunteer for Science Web page and Database
 - Student Employee Web page and Database
 - A web-based automated classification software system (COHO) is scheduled for implementation in March, 1999.

- **Strategic Human Resource Plan (SHRP)** — At the start of FY 1999, the USGS adopted a planning document which recognizes organizational goals; describes how it will align its people with mission; and, guides managers, supervisors and human resources systems toward achieving the bureau science mission.
- **Personnel Service Improvements** —
 - **Employment Applications by FAX and Web** — Employment applications sent by fax for USGS position vacancies are now being accepted in all USGS personnel offices. A pilot project is also underway of an online employment application for vacancies in the Western Region. As part of this pilot, individuals may now apply for employment online using one of two forms. One is a USGS employment application and the other is the Office of Personnel Management (OPM) online resume.
 - **Personnel Management Roles and Responsibilities** — A study is in progress which will result in better definition of personnel management roles and responsibilities within the USGS, improve the delivery of personnel services, and better positions the bureau to meet its mission goals through improved management of human resources.
- **Complaints Processing Response Time** — Of the large DOI bureaus, USGS has the 2nd best complaints processing time in the Department.
- **Diversity Training** — Planned, developed, and conducted diversity training, “A Winning Balance”, on a nationwide basis. More than 50 employees participated as trainers in reaching more than 5000 employees.
- **Acquisition Improvements** — Virtually all contracts and many small purchases are now awarded on a “best value” basis in lieu of “low bidder”, adopting a best-practice recommendation related to the National Performance Review and other acquisition reform initiatives. The USGS conversion to the new government credit card, combining three cards (purchase, travel, and vehicle fleet) into one integrated card, was completed in early December 1998. Since late FY 1995, the USGS has nearly quadrupled the size of our end-user purchaser delegation. In FY 1998, over 4,000 USGS employees made \$43 million in purchases.
- **Telecommunications** — The USGS has been a leader in technology assessment and equipment acquisition for the Department wide area network (DOINET), participation in the development of network standards, and in providing technical leadership and oversight of many aspects of DOINET management. USGS also provides Internet services to the DOI bureaus and partners (e.g. ARTNET) through its design, implementation, and management of high speed Internet gateways to the Metropolitan Area Exchanges (MAEs) on the East and West Coast. The OPS regional office in Denver assisted the Bureau of Indian Affairs in connecting over 60 Indian schools, many in remote locations, to the Internet, and designed an Internet access scheme to connect water resource information sources for Jordan, Israel and the Palestinians. The OPS regional office in Menlo Park initiated a partnership with DOD, implementing an agreement with the Defense Research Engineering Network (DREN) consortium to provide high speed network access from Hawaii to the mainland.

- **Web Services** — The USGS web has been in production for less than 4 years. During this time, the site has won a highly acclaimed Webmaster Magazine 50/50 Award and has increased in popularity to the current level of over 6 million hits per month for the USGS home page. The USGS Program Support Intranet site was developed and implemented to dramatically improve the delivery of information and services to internal USGS customers across the bureau, and to position OPS to implement electronic business practices.
- **Safe Behavior Review** — The USGS participated in a departmentwide initiative to identify safety culture among occupational series with employees who typically work alone. Hydrologic and Biological Technicians were among those participating in this initiative. The study has produced a safety behavior model specific to the USGS which will be applied to help develop critical safe behaviors, provide feedback to managers, and remove barriers in performing tasks safely.
- **Safety Support on the Web** — Streamlined processes and better access to information highlight the new safety management features provided to managers and employees through the Intranet. Key initiatives include a successful pilot study to implement desk top accident reporting bureauwide thereby eliminating paper accident reports; an interactive policy document with numerous online customer aids; and access to current, relevant safety resources and data.
- **Vehicle Utilization Data Reporting System** — A Web-based application to collect utilization data (mileage, fuel consumption, maintenance costs, etc.) associated with Interior-owned vehicles has been developed in-house and will be fully implemented by April 1999. VROOM (for Vehicle Reporting: Odometer or Maintenance) is a significant improvement over the mainframe system previously used, since it allows users much easier access to the application and contains help features not previously available on the mainframe system.
- **Collaborative Communication** — The USGS has adopted a common suite of desktop office automation and collaborative communication tools on a bureauwide basis. Efforts are underway to migrate and transition the entire organization over a two year implementation period.
- **Space Management and Support** — The USGS has:
 - Implemented the Menlo Park Regional Center Consolidation Plan. Implementation of a Center Consolidation Plan at the Menlo Park regional center continues as USGS space holdings at the center are integrated into government-owned space. The plan will result in the release of approximately 93,000 square feet of leased space by the end of FY 1999.
 - Established a new National Water Quality Laboratory, in partnership with the General Services Administration. Construction of the new National Water Quality Lab on the Denver Federal Center is scheduled for completion March, 1999. This modern 94,000 square-foot laboratory facility will support critical mission requirements in the 21st Century.

- Worked on a new facility for the Midcontinent Ecological Science Center in Fort Collins CO. This will entail moving to a joint agency facility located on the Colorado State University Campus. The USGS move will be in phase two of this initiative to house like governmental agencies in a shared campus environment, sharing common services.
- Renovated Building 25 on the Denver Federal Center in cooperation with the General Services Administration. This entails complete remodeling of the building, including around 135,000 square feet that the USGS will occupy and removing environmental contamination from the remainder of the 285,000 square foot building.
- Replaced the roof and air conditioning systems in the Albuquerque Seismology Laboratory.
- **USGS Strategic Plan** — The Office of Program Planning and Coordination (PPC) coordinated and managed the revisions to USGS's Strategic Plan during fiscal year 1998. The USGS vision and mission statements were revised and new strategic direction, strategic goals, and long-term goals for the Bureau were developed. During FY 1999, PPC coordinated and managed efforts to implement the USGS Strategic Plan including development of performance measurements, the identification of actions required to achieve goals outlined in the Plan, and steps needed to monitor progress.
- **USGS Sponsored/Co-sponsored Workshops** — PPC provided leadership for USGS sponsored or co-sponsored workshops during fiscal years 1998 and 1999 designed to develop and promote strategies for:
 - enhancing the conduct of integrated science to promote interaction and integration of disciplines for a more adequate understanding of complex natural systems;
 - integrating natural science information with economics and social science issues and analysis in order to increase the use, effectiveness, and value of natural science in public policy decisions; and
 - developing policies for reducing disaster losses to our society by considering the technical, sociological and economic aspects of natural hazards.
- **Shoemaker Communications Awards** — The Shoemaker Communications Competition was established in 1997 by the Office of Outreach in memory of Eugene Shoemaker, eminent USGS scientist and extraordinary communicator of science to the general public. The purpose of the competition is to recognize USGS scientists, writers, editors, and designers who have created communication materials that capture the interest and imagination of a broad spectrum of the American public. Several media formats are considered from print publications to web pages and CD-ROMs to exhibits and are judged by a panel of communication experts from outside the USGS. The competition requirements includes use of the new USGS Visual Identity System, clarity and ease of understanding, and compelling presentation. The competition demonstrates the bureau's ongoing commitment to communications excellence.
- **Annual Outreach Training Conference** — For the last two years, the Office of Outreach has conducted training conferences that provide basic communication training for the scientists and staff in the field. The purpose is to provide hand-on experiences in how to translate the often complex nature of science into clear information that can be easily understood by the general public. From handling basic media inquiries about specific

scientific issues to preparing for communications in natural disaster, the training emphasizes the importance of showing the relevance of USGS science to daily living. These conferences will be continued annually to provide a source of communication skills that encourages proactive communications by all USGS programs and offices.

- **Visual Identity System** — Over the last two years, the Office of Outreach has supported the development of a bureau-wide visual identity system that creates a common-look-and-feel to the wide range of media used by the USGS for communications. From its standard publications to full exhibits to websites to trucks and buildings, over thirty types of media were incorporated into the USGS Visual Identity System. The cornerstone of the system is the new identifier (informally called a "logo") which was designed to be easily recognized on any of this wide range of media. Guidelines and templates for the different design requirements are available to anyone in the USGS via its internal webpages. This system provides a consistent communication format so the benefits of USGS science can be easily accessible to its many audiences from other scientists to the general public.
- **Customer Service and National Partnership for Reinventing Government (NPRG) initiatives** — A Customer Service and NPRG Liaison was designated to work with the White House NPRG Office and DOI to ensure implementation of NPRG initiatives such as responding to the Presidential Memorandums on Conversations with America and Plain Language, and the Executive Order, "Setting Customer Service Standards". Other accomplishments include:
 - In 1998, the NPRG coordinator provided guidance and support that led to a Hammer Award for the Integrated Taxonomic Information System (ITIS). The product of a partnership of six federal agencies who wanted to modernize a system for finding the names of biologic species, ITIS is a readily accessible, scientifically credible, standardized source for scientific names and synonyms (as well as common names) of organisms in North America and its adjacent waters. Accessible 24 hours a day via the World Wide Web (www.itis.usda.gov/itis), ITIS uses state-of-the-art technology to provide taxonomic information.
 - The NPRG coordinator was instrumental in chartering a Reinvention Laboratory designed to develop a plan for an Electronic Natural History Museum. USGS scientists are working with an interdisciplinary team of experts from government, academia, and in the private sector to find ways to improve the accessibility of the vast amount of data on the millions of biological specimens residing in hundreds of different natural history collections by using Internet technologies.
 - The Customer Service Liaison has provided leadership as co-chair of a USGS-wide Customer Service Team. The team has developed a customer service policy for USGS that is now part of our Survey Manual and instituted a Customer Service Excellence Award program that has garnered compliments from the NPRG Office at the White House. The Customer Service team has also made significant contributions to the new USGS strategic planning and performance measurements process, and is designing a customer measurement framework that will enable the USGS to identify customers, collect valuable information from them, and obtain quantitative satisfaction data from

customers. A Report to Customers was published in 1998 that summarized USGS progress in achieving customer service goals. A Customer Service Activities website was designed and now offers both internal and external USGS customers information about a full range of customer service activities and a forum through which customers can send complaints, compliments, and comments to the USGS about its services and products.

- **The White Mountain Apache Tribe** and the USGS have concluded an historic agreement that will benefit the Tribe, the Survey and its customers, and the people of Phoenix. The White Mountain Apache Tribe will receive technical assistance from the USGS and the USGS will receives access to stream gages on Ft. Apache (the White Mountain Apache lands). The Intergovernmental Agreement was signed by Dallas Massey, White Mountain Apache Chairman, and by Barbara J. Ryan, USGS Associate Director for Operations, at a ceremony on Ft. Apache on December 21, 1998.

Payments to the National Business Center

Science Support	1999 Estimate	Uncontrol. & Related Chgs	Progra m	Program Changes	FY 2000 Budget Request	Change from 1999
Payments to the National Business Center	7,483	0	0	0	7,483	0

Current Program

The Department's National Business Center (NBC) provides efficient and cost effective standardized electronic-based administrative systems and ADP services to all bureaus of the DOI. These services are related to the Federal Financial System (FFS), Fixed Assets and Inventory Subsystem, Interior Department Electronic Acquisition System (IDEAS), and the Procurement Data Reporting System.

The NBC stands ready to provide administrative support to franchise clients in other Federal agencies with systems such as FFS; IDEAS; Hyperion Executive Information system applications; Quicktime, a time and attendance system; and electronic commerce, Web services, accounting operations services and many other administrative systems and services. For example, the core accounting systems software, FFS, is currently provided to several outside DOI clients including the U.S. House of Representatives, the Drug Enforcement Agency (DEA), the Patent and Trade Office, the Federal Communications Commission (FCC), and the Customs Office.

